

Update

Preparing for HIPAA

MassHealth Readiness

The Division of Medical Assistance (Division) continues to focus on the implementation of the 837 claims transactions. The 837-Dental claim format was put into production in March. We are currently beta testing the 837-Professional claim transaction and expect to roll it out in June. Beta testing of the 837-Institutional claim will begin later this month, with full implementation planned for July.

Companion Guides for the 837D and 837P transactions can be found on the provider Web site at: www.mahealthweb.com (click on HIPAA). A draft of the 837-Institutional Companion Guide will be posted within the next few weeks.

Provider Readiness

We are working diligently to ensure the smooth transition to HIPAA for our provider community. Several steps that providers should take as they prepare to use HIPAA-compliant transactions are.

- ✓ You should contact your IT staff, software vendors, clearinghouses, and billing intermediary immediately, and ask about your HIPAA readiness. You also want to know which transactions they will, or will not support and if an upgrade of your existing software is needed. Visit our Web site at www.mahealthweb.com for a list of important questions to ask your vendor.
- ✓ If you are developing your own claims submission software, you should obtain a copy of the appropriate Implementation Guide (IG). Depending on which claim transaction you will

submit to MassHealth, you will need to obtain the 837 Dental, 837 Professional, 837 Institutional, or you may need more than one IG. You can get a free copy of the IG by visiting the Washington Publishing Companies Web site at: www.wpc-ed.com/hipaa or by telephone at 301-949-9740. (There is a fee for telephone orders.)

- ✓ Educate yourself on HIPAA. MassHealth will be hosting statewide provider educational sessions in June and July 2003.
- ✓ Assess the impact of HIPAA to your organization and create a plan to meet your needs. It is important to evaluate changes to your admissions, referral, billing and accounts receivable process as well as protocols for communication and reporting.
- ✓ You should continue to use your professional provider associations as an informational resource.
- ✓ Once you are ready to begin testing, you should contact the MassHealth HIPAA Support Center by telephone at 617-576-4030 or by e-mail at: mahipaasupport@unisys.com.

Vendor Readiness

MassHealth has been working with software vendors over the past few months to assess their HIPAA readiness. For the 837D claim transaction, we

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Changes to REVS Access



Please call the REVS Helpdesk at 1-800-462-7738 with questions about changing your password.

User ID and password information are initiated, once we receive your completed MassHealth Trading Partner Agreement (TPA).

All of the Recipient Eligibility Verification System (REVS) access methods now require a User ID and password for entry, including the Eligibility Operator. If you have not yet submitted a MassHealth Trading Partner Agreement (TPA), you can no longer verify member eligibility via REVS.

User ID and password information are initiated upon receipt of your completed MassHealth Trading Partner Agreement (TPA). If you have not yet submitted a TPA, send it to Electronic Data Systems (EDS) as soon as possible. For the appropriate EDS address information and a copy of the TPA, please review All Provider Bulletin 119 (January 2003), which can be found on the Division of Medical Assistance Web site at: www.mass.gov/dma (click on HIPAA).

If you have submitted a TPA, you should have already received a User ID and password in an acknowledgment letter from EDS, or you will receive one shortly. If you have not yet changed the initial password you received in that letter, we recommend that you change it now.

Passwords expire after 90 days, so it is important to keep them updated. Passwords and User IDs allow access to any of the eligibility verification options, as well as the on-line claim status function. You do not need more than one User ID and password to access any of the options. However, you have the ability to create multiple User

IDs and passwords. To add a user, log into the WebREVS site at: <https://www.massrevs.eds.com> and click the “Security Maintenance” tab.

Please call EDS at 1-800-462-7738 with any questions about creating multiple users, or changing your initial password.

Remittance Advice Changes

Please be aware that adjudicated claims for MassHealth, Massachusetts Commission For the Blind, and CommonHealth members will soon be combined on one remittance advice (RA). Currently, providers receive three separate RAs, when applicable.

This change is being implemented to help streamline the account reconciliation process, and applies to both paper as well as electronic remittance advices. The combined RA will be sorted by claim status (as all RAs are now): paid claims will appear first, followed by denied and suspended claims. Providers will receive a separate RA reporting the status of Medicare/MassHealth crossover claims, when applicable.

When submitting claims, providers may want to use the patient account field to help identify the program from which the member receives benefits. As always, the patient account information on a claim is created by the provider and subsequently appears on the RA.



The RAs will be combined.

Frequently Asked HIPAA Questions

Where can I get testing information about submitting the 837 transactions to MassHealth?

Visit the MassHealth Provider Web site at: www.mahealthweb.com, where you can review HIPAA information and download a copy of the MassHealth Companion Guide. If you need additional information, contact the MassHealth HIPAA Support Center at 617-576-4030 or by email at mahipaasupport@unisys.com.

I completed a TPA, but I don't know if it was received by the Division. How can I check on it?

If you did not receive an acknowledgement letter, contact the Recipient Eligibility Verification System (REVS) Helpdesk at 1-800-462-7738 to request a duplicate copy.

I'm not sure that my current software system will allow me to submit HIPAA transactions, and I need to update my system with the new MassHealth service codes. What should I do?

Contact your software vendor to discuss whether or not your system needs to be upgraded, and how the service code update can be made.

My point-of-service (POS) eligibility verification device is displaying a message "Software Outdated."

What does that mean?

Your POS device needs a software upgrade. Contact the REVS Helpdesk at 1-800-462-7738 to schedule an upgrade.

I submit paper claim forms to MassHealth, do I need to sign a TPA?

Yes, if you access REVS. All MassHealth providers must sign a TPA, in order to access the Recipient Eligibility Verification System, even if they do not submit claims electronically.

Will HIPAA cause MassHealth to adopt universal paper claim forms and eliminate proprietary MassHealth forms?

No. MassHealth will continue to use the current MassHealth paper claims forms.

Can I get the status of a suspended claim on WebREVS?

Yes. Suspended claims do appear on WebREVS.

Do I need to give the User ID and password I received with my TPA acknowledgement letter when I call MassHealth Provider Services for billing assistance?

No. You will continue to be asked only for your MassHealth provider number when calling the Billing and Policy Call Center.

If I am only submitting Medicare/MassHealth crossover claims, do I need to file a TPA, and do I need to test?

When submitting crossover claims you would only need to file a TPA; no testing is required



For additional information, call the MassHealth HIPAA Support Center at 617-576-4030.

All MassHealth providers must sign a TPA, in order to access the member eligibility verification system, even if they do not submit claims electronically.



Contact your software vendor to discuss whether or not your system needs to be updated.

Provider Education Workshops

MassHealth cordially invites you to attend one of our free educational sessions this summer. The focus of the sessions will be on the Health Insurance Portability and Accountability Act (HIPAA) of 1996, but they will also encompass other business functions. The sessions will benefit both electronic and non-electronic claims submitters.

There will be several breakout discussions on various topics, including:

- HIPAA 101-An Overview
- Transactions
- Best Business Practices
- Paper Submitters: what is and is not changing
- Centers for Medicare & Medicaid Services (CMS): an update

These sessions will take place throughout Massachusetts in June and July. Additional information about these important programs including registration information, program outline, and directions are available by visiting the MassHealth Provider Web site at: www.mahealthweb.com.

HIPAA Privacy

Along with setting transaction standards, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) includes a Privacy Rule. This regulation provides new privacy protection guidelines for health information.

The rule regarding the use of certain patient information applies to health plans, health care clearinghouses, and certain health care providers. The deadline for compliance with the Privacy Rule was April 14, 2003. For additional information, visit these Web sites:

U.S. Office of Civil Rights: www.hhs.gov/ocr/hipaa.
Health Care Privacy: www.healthprivacy.org.

Round Reel Update

All submitters who previously used this media type have been contacted and are in the process of converting to telecommunication or disk submissions. Now we have started exploring alternative options to replace our current, non-HIPAA compliant electronic remittance advice, since round reel technology will soon be obsolete. Watch this newsletter for more information.

Electronic Funds Transfer

All providers can have their payment check directly deposited into the bank of their choice. The Division has offered electronic funds transfer (EFT) for several years.

For more information on enrolling, request a copy of All Provider Bulletin 99 (April 1997) from MassHealth Publications by e-mail at: mapublications@unisys.com or by fax at 617-576-4487.

Orthotic and Prosthetic Services

The Division is pleased to announce that coverage for certain Orthotic and Prosthetic services will be reinstated for MassHealth members 21 years of age or older, effective July 1, 2003. We are currently reviewing requirements and will provide you with specific changes over the next several weeks. Updated information will also be posted on our Web site at: www.mass.gov/dma.

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contacted all of the dental software vendors who currently support MassHealth billing to survey their readiness. Although there were a few vendors who said they will not support HIPAA, most are planning to offer a compliant 837D software package, and we continue to get inquiries from new software vendors, representing all three claim types, who are excited about offering a HIPAA compliant software product to MassHealth providers. For more information on software vendors, visit: www.mahealthweb.com (click on Electronic Claims).